EUDR Information System User Guide

This manual contains all essential information for users to create and manage Due Diligence Statements for the purpose of EUDR. It includes brief descriptions of the program functions, capabilities and step-by-step procedures.

Before you read this manual, please make sure that you read thoroughly the Regulation and the information on the Commission websites.

Last update: 01/10/2024

Contents

Glossary

EU	**European Union**
EO	**Economic Operator**
CO	**Customs Office**
CA	**Competent Authority**
MS	**Member State**
ADMIN User	**Administrator User**
HSCODE	**HS stands for Harmonized System. This is a uniform system of codes used worldwide to classify goods.**
IMSOC	**Information Management System for Official Controls**
EUDR	**Regulation (EU) 2023/1115 of the European Parliament and of the Council**
EORI	**Economic Operators Registration and Identification**
DDS	**Due Diligence Statement**

Useful links

DG ENV **general information** on EUDR - European Union Diligence Regulation - Deforestation: Deforestation Regulation implementation - European Commission (europa.eu)

Online TRACES Platform **help documentation**: Getting started (europa.eu)

Introduction to EUDR

This guide will help you navigate the essential steps of creating, managing, and submitting DDS requests, while exploring key tools such as the GeoEditor and the 'Copy as New' function. Additionally, it covers advanced search and filtering options, along with the multiple roles feature, which determines the available actions based on whether you are a Trader, Operator, or Representative.

The EUDR Platform is an instance of the TRACES system, designed for managing and tracking the Due Diligence Statement (DDS) lifecycle.

Mandatory DDS validation procedure for EUDR Economic Operators from non-EU countries

To validate a submitted DDS from an Economic Operator (EO) from non-EU countries (except the United Kingdom in respect of Northern-Ireland (UK(NI)):

- The EO must have requested only the role of "**EUDR operator**".
- The EO must have inserted in its operator identifier's list, its EORI provided by a Member State or UK(NI) Competent Authority.
- The EO should send an email to SANTE support requesting the validation AND put in Copy the official email of the CA that provided the EORI. The official emails of every MS CA and UK(NI) will be present on SANTE support.

1. Get started with the EUDR in TRACES

1.1 Access to EUDR Platform

> **Note:** If you already have an EU Login Account, please go directly to section 1.3.

To access EUDR, the user needs to create an **EU Login Account**. This account allows the user to access many services of the European Commission, with a Username and a Password.

After the creation of the EU Login Account, the user accessing the platform for the first time must create an account and request a Role (Operator or Authority) to access the EUDR features.

1.2 Create an EU Login Account

The first step is to create your EU Login identifier. This is a mandatory security layer.

To register, click on the following link: https://eudr.webcloud.ec.europa.eu/tracesnt to access the **EUDR** welcome page and "**Request an access**":
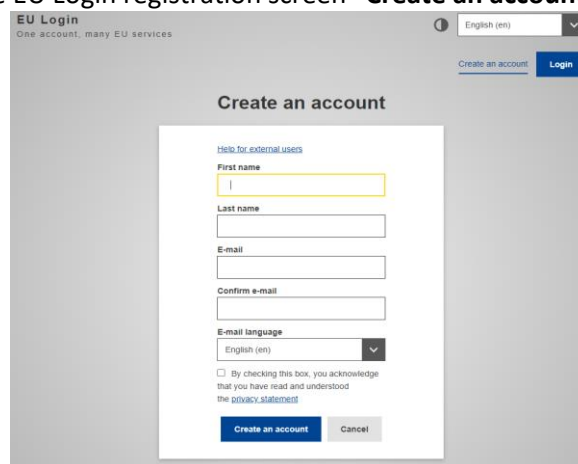
Note: Please note, the EUDR Cloud Production environment will only be available in beginning of November.
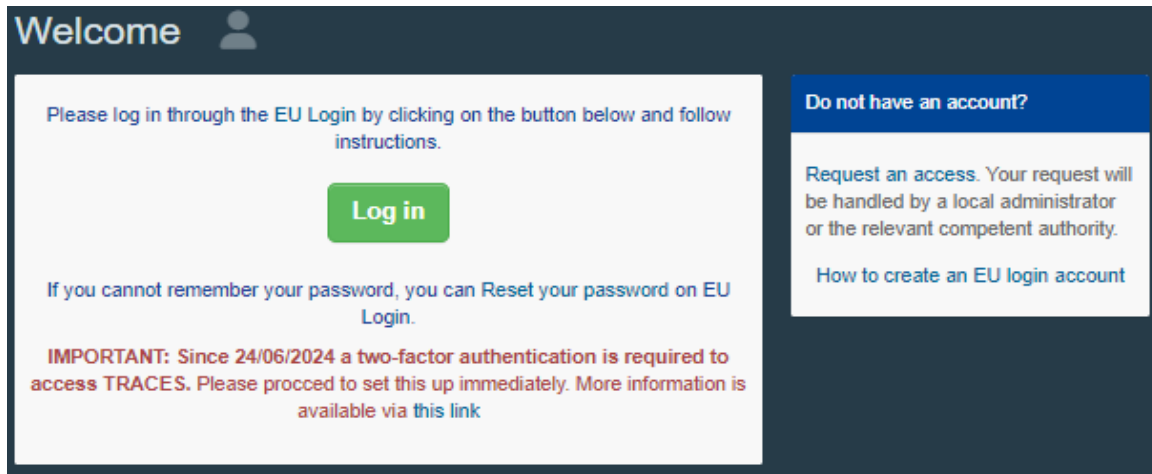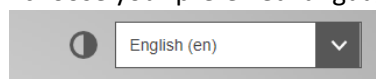

Once your account is created, be sure to enable two-factor authentication, as it is required for security purposes. For further assistance, please refer to the details below.

Note: If you have not set up a two-factor authentication in your EU Login account, proceed by following the instructions in this video which explains the relevant steps and/or consult the EU Login Help page.

You now have access to the EU Login registration screen "**Create an account**".

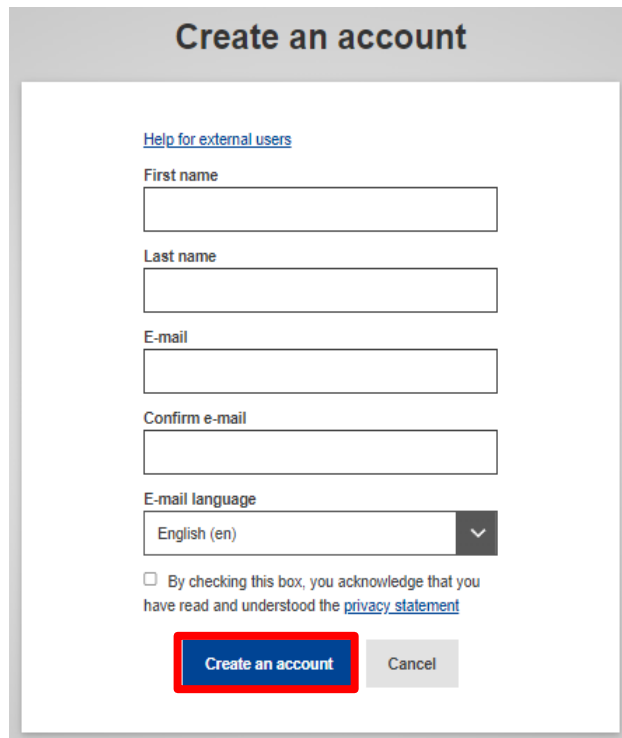On the top right of the page, you can choose your preferred language:

Complete all form fields and keep in mind that the data you insert in the screen above will be those that appear in EUDR Platform.

> **Note:** It is important to create the EU Login account in the name of a REAL PERSON, NOT a generic account for your company or authority.
>
> The user is strongly advised to choose his/her own professional email address which will be used to login.

After completing all the fields, click on the "**Create an account**" button:

Create an account

Help for external users

First name

Last name

E-mail

Confirm e-mail

E-mail language

English (en)

☐ By checking this box, you acknowledge that you have read and understood the privacy statement

[Create an account]   [Cancel]

Once you have sent the request, an email will be automatically sent to you with a link to set your password. Note that the link has a limited validity before it expired. If you do not receive the automatic email, you can find help on this page: *https://trusted-digital-identity.europa.eu/eu-login-help_en*
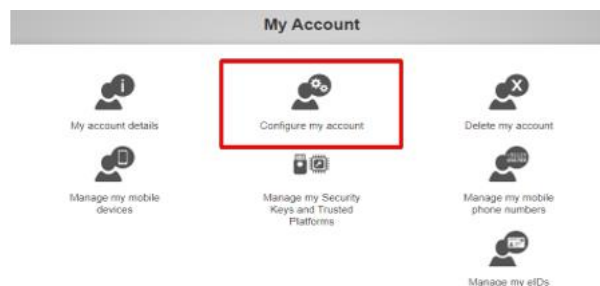
In EUDR Platform, the user can manage his own account and change his/her personal data. To do so, click on your email address on the top right corner of the screen and then on "**Edit your profile**".
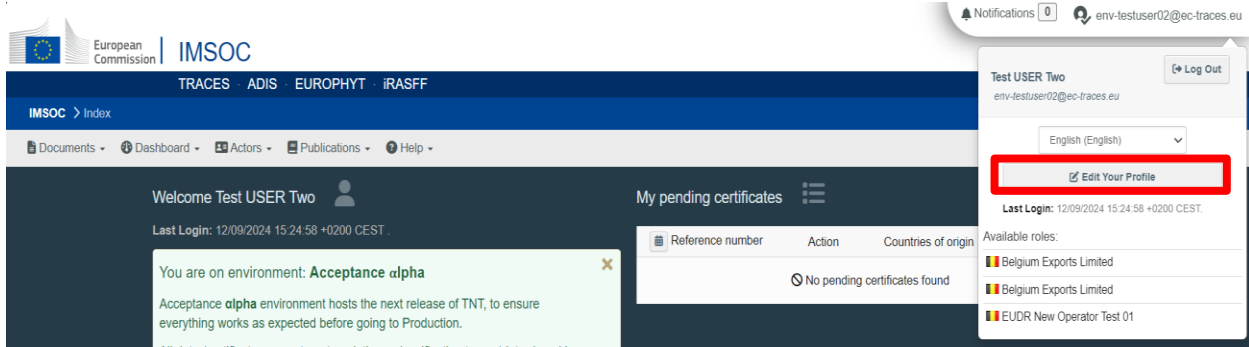
Then click on "**My account on EU login**".
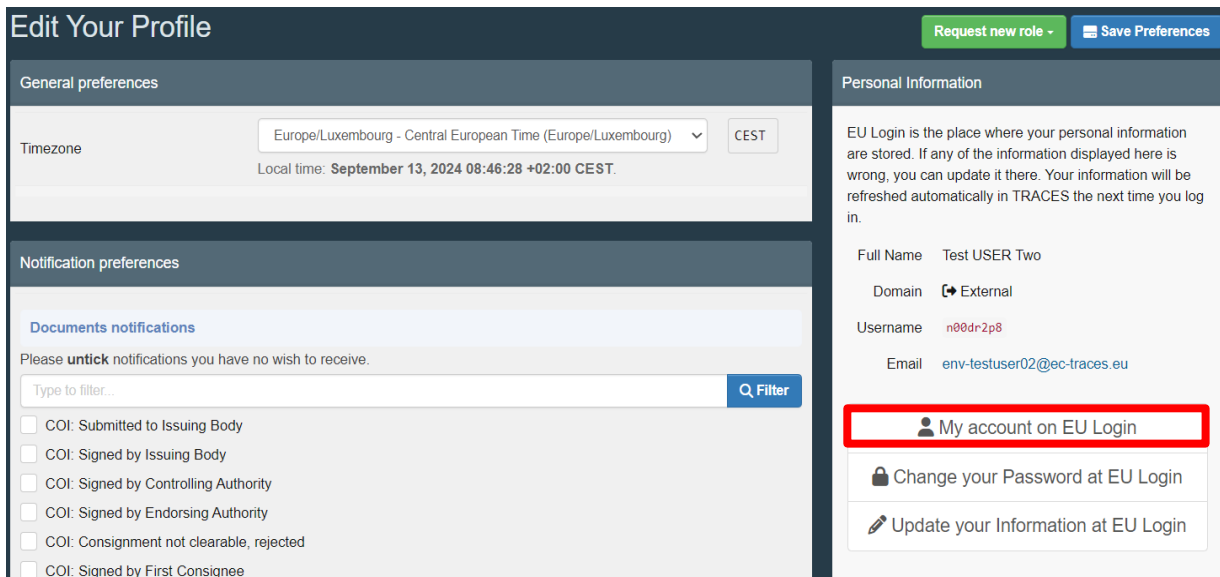
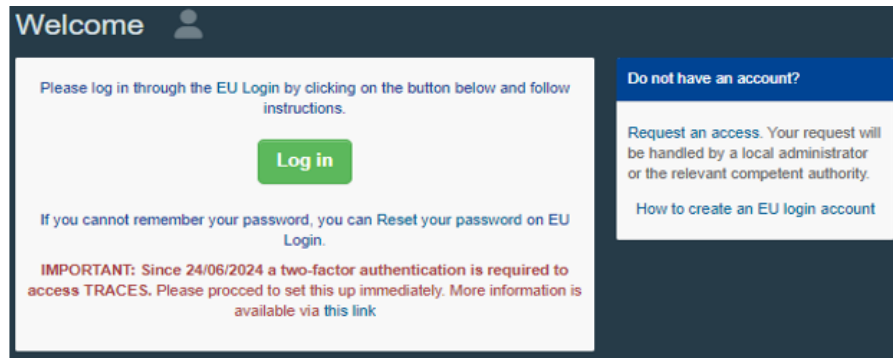And click on "**Configure my account**" and modify the data you wish.

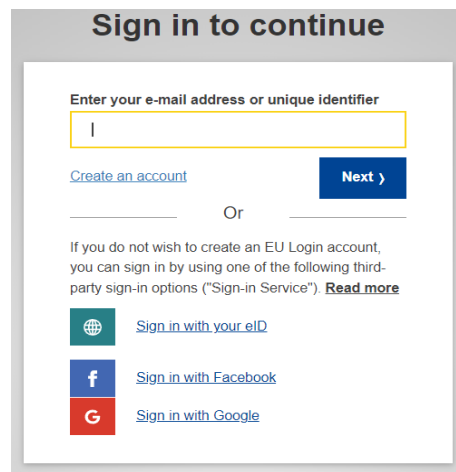Do not forget to click on "**Submit**" to save the changes.

1.3 Create an account in EUDR Platform

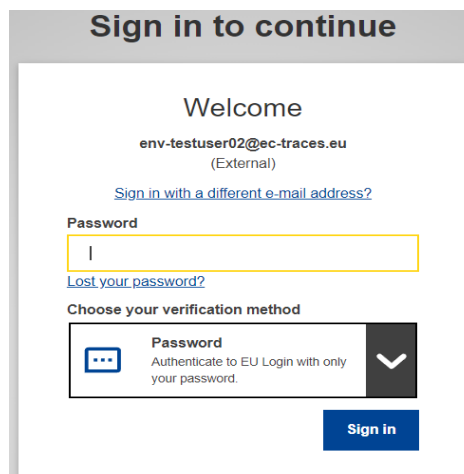Go to the homepage of the platform: eudr.webcloud.ec.europa.eu
Click on the green button "**Log in**" and you will be redirected to the EU Login access.

Use the email address you selected when creating the EU Login Account and click on "**Next**".

Insert the password you previously chose for the EU Login account and click on "**Sign in**":

You are now redirected to **EUDR Platform welcome page**.

If you don't remember your password, you will find links to EU Login where you can change your EU Login credentials if need be or reset your password.

> **Note:** If you already have a Role in the platform, please go directly to section 1.4.a.

When accessing the platform for the first time, you will be requested **to select a Role** in the system.
In the case of EUDR, there is a distinction between 2 categories:
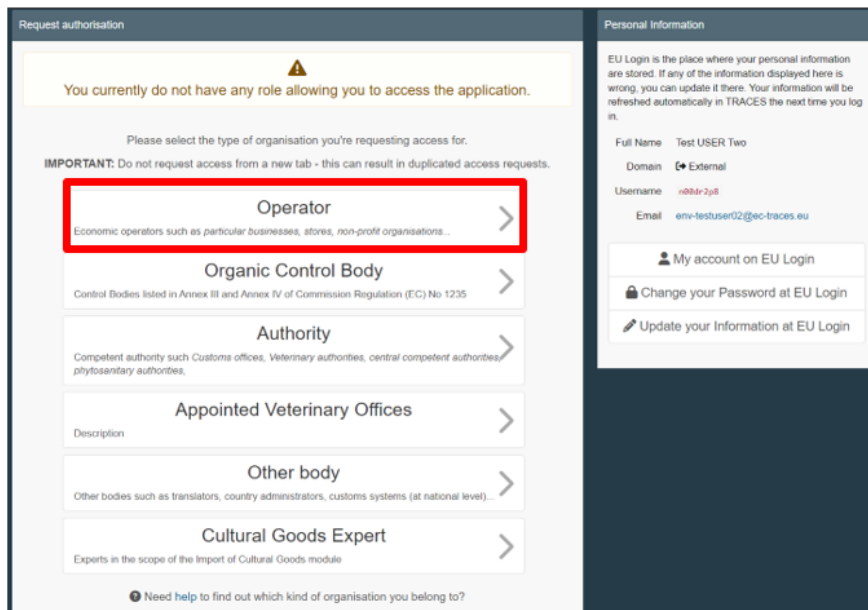
- **Operators:**
  - For the purpose of registration it refers to the following roles (activities):
    - Importers/Exporters
    - Domestic Producers
    - Traders
    - Authorized Representatives of the above

- **Authority**:
  - Competent Authorities (CA)
  - Customs Offices (CO)

For more information about the role of the Competent Authority, please refer to the dedicated user guide.

1.4 Request a role as an Economic Operator

To select one of the roles described above in the section about registration, click on "**Operator**" on the homepage.
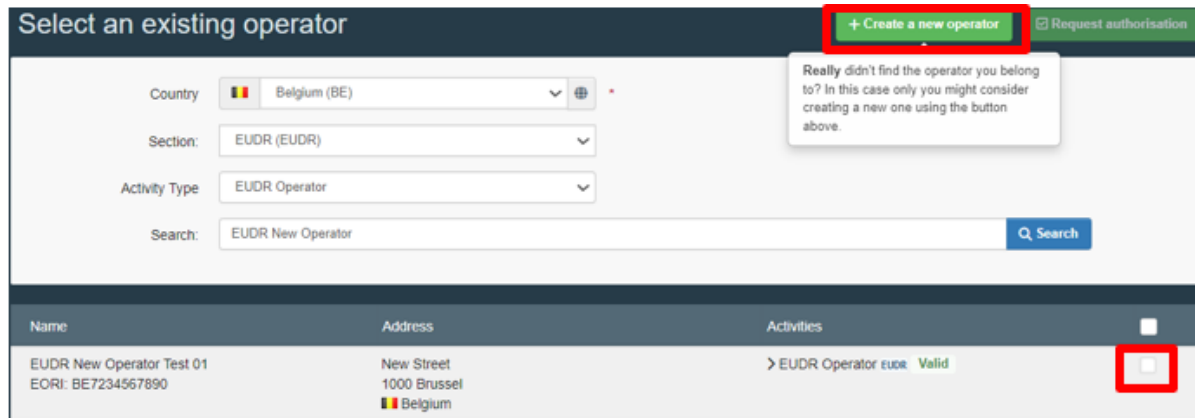

The system will redirect you to a search page, which will enable you to search for your company.

Select the "**Country**" and type the name of the company in the box "**Search**". The fields "**Section**" and "**Activity Type**" are optional. Then click on "**Search**":

If your company is already registered in EUDR: tick the small box on the right (you can select more than one company) and then click on the green button "**Request authorisation**".
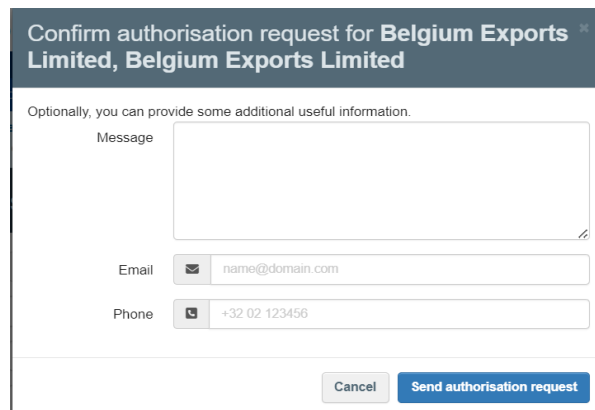
A pop-up window will appear: you have the option to send more information. Otherwise, click on "**Send authorisation request**".

You have now requested to be linked to your company.

All your data will be displayed in your profile, where you can review your request.

If you are the first user of the operator, your request will be automatically approved. If you are not the first user, your request will be validated by your colleagues with ADMIN rights.

If your company is not yet registered in EUDR: you can create it by clicking on the green button **"+ Create a new operator**".

> **Note:** The option "**+ Create a new operator**" will only be available after a first search is done.

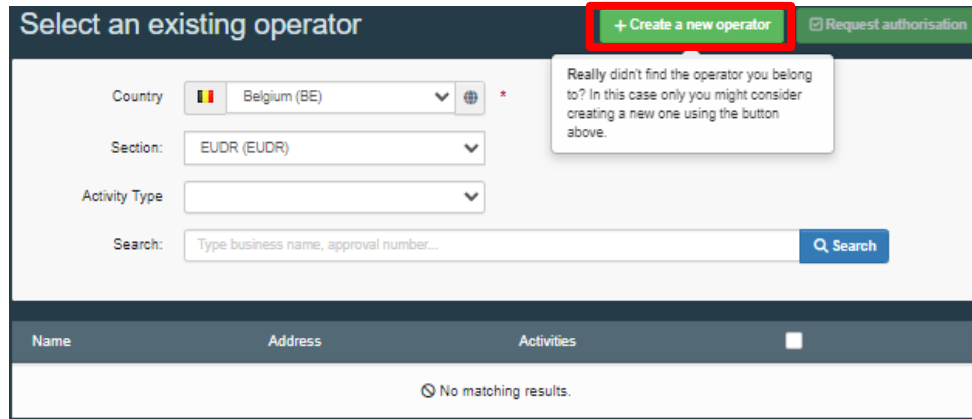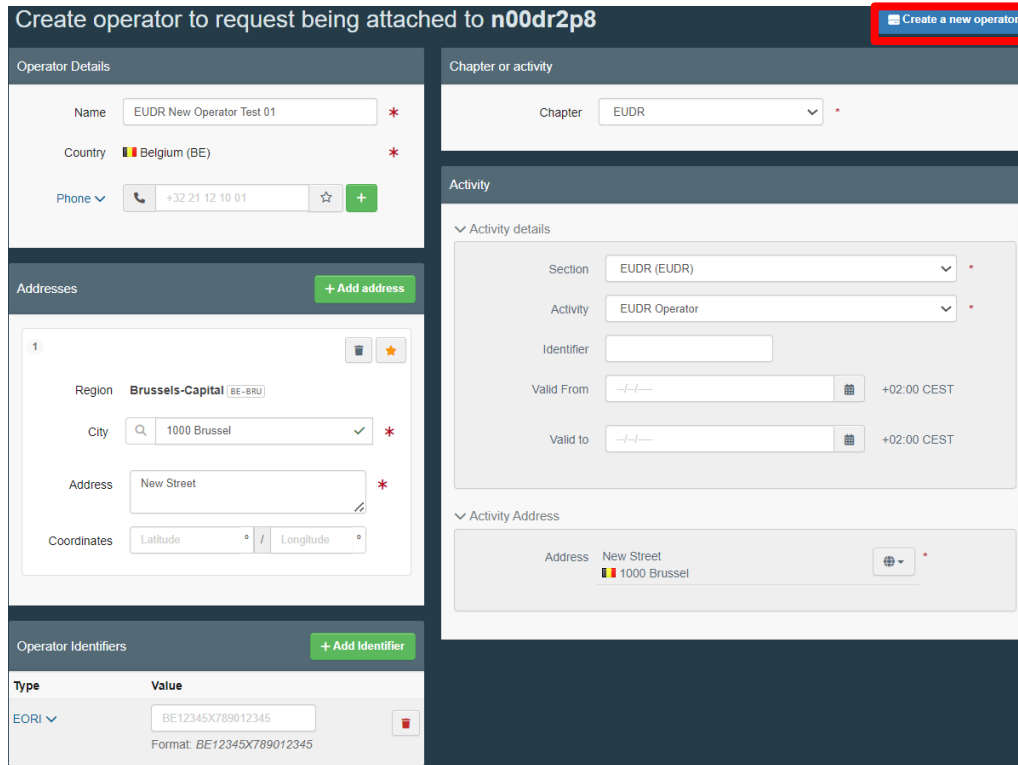In the operator screen that appears, please type all the mandatory information required. The mandatory information is marked with a red star *.
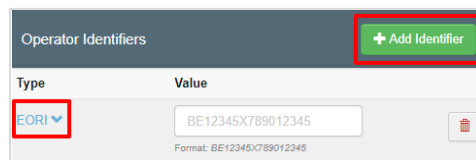
Once you filled in all the mandatory information, you will be able to continue the registration.

> **Note:** The chapter depends on the document you need to create/access.
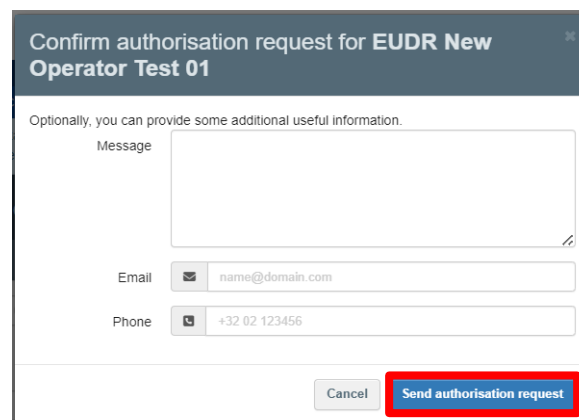
Fill the left part first, with the **"Operator Details"**, **"Addresses"** and **"Operator Identifiers"** fields. Then, select the option **EUDR** in the fields "**Chapter or Activity"** and "**Section".** Choose the option EUDR Operator in "**Activity**" field. Then click on the blue button "**Create a new operator**".

The Operators **EORI number** should also be provided in the Box entitled "**Operator Identifiers**" in case the operator would import or export relevant products:

A pop-up window will appear, and you have the option to send more information. Click on "**Send authorisation request**":

Once your request is sent, your account will be automatically registered. Please log out and log back in to access the **EUDR Platform** homepage:
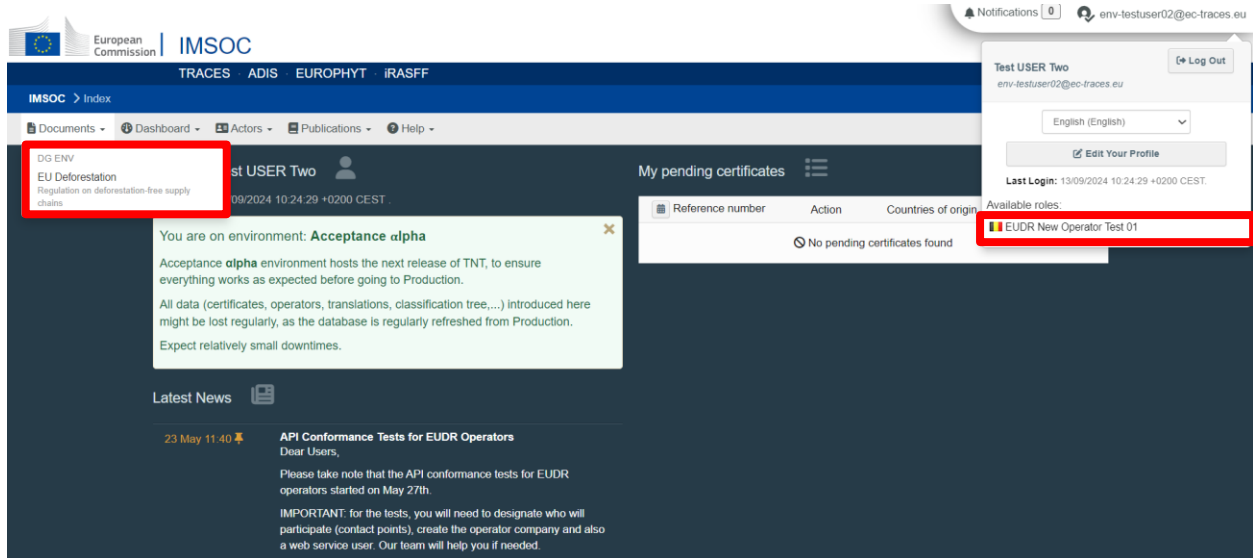
All your data will be displayed in your profile, where you can review your request. Once your role is valid, you will have access to EUDR Platform.

1.4 a) Pre-existing EUDR role

If you already have a role for EUDR and need to add a new one, click on your email address on the top right corner of the screen and then on "**Edit Your Profile**":
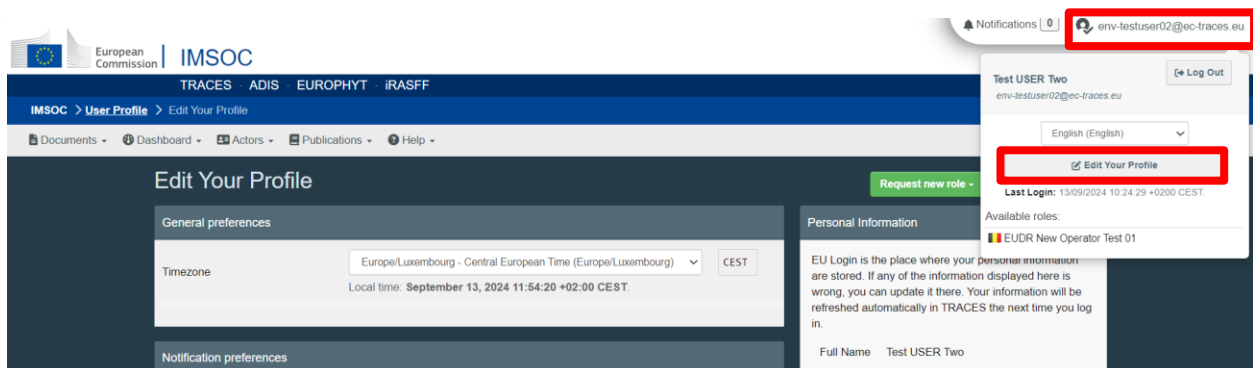
Click on "**Request new role**" to select the role you wish to add and follow one of the procedures described above.
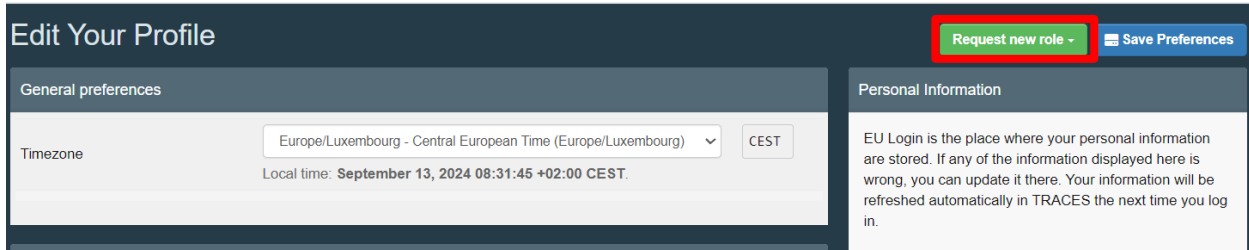
> **Note:** In the case of a user with a pre-existing Operator Role the drop-down box will only contain the entry "**Operator**".

1.5 How to access EUDR Homepage

When you are logged into EUDR Platform, select the item "**EU Deforestation**" in the menu "**Documents**":
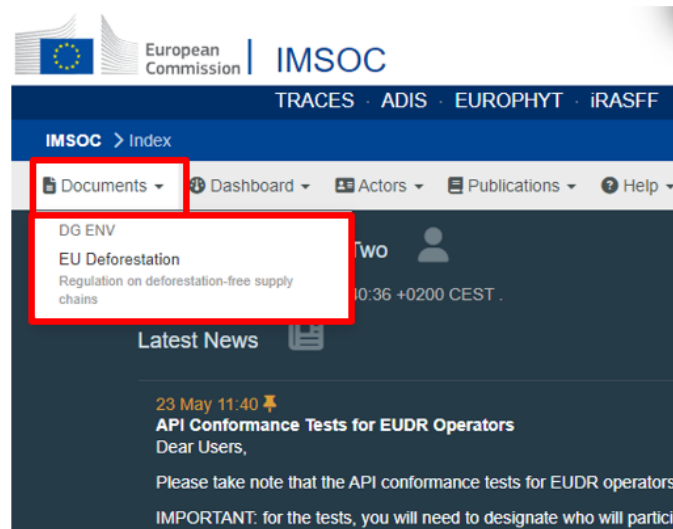
The system will then display the **homepage dedicated to the EUDR system** and serves as a dashboard of the DDSs. The dashboard contains a "**Search**" field and a "**Result**" table. The result table retrieves by default all DDS that your role in EUDR entitles you to view.
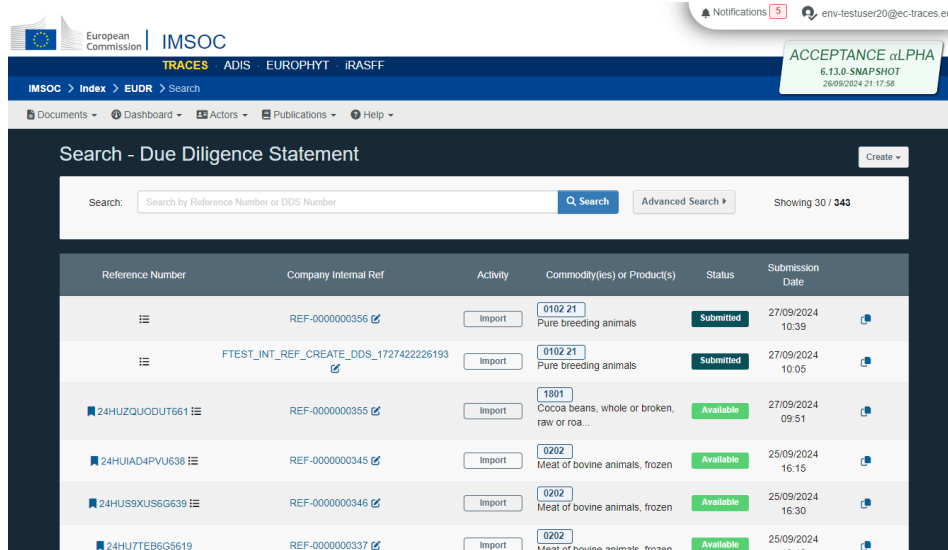
Note: DDSs that a user is able to view and search are determined by the user's role(s). The roles also determine the activities that users can perform on those DDSs. The following table specifies the accessibility rules.

User Role	DDS Access	DDS Activity
Operator	All DDSs created by the Operator	Import, Export, Domestic Production
Trader	All DDSs created by the Trader	Trade
Authorized Representative Role	All DDSs created by the "Authorized Representative" in its role of "Representing Operator" or "Representing Trader"	All Operators Activities for the Operator, Trade for the Trader

2. Create a new Due Diligence Statement (DDS)

On the homepage, click on "**Documents**" > "**EU Deforestation**'':
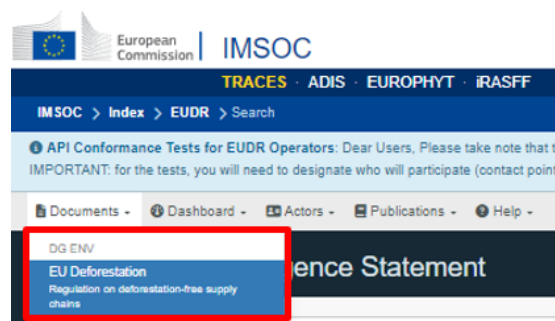
Click on the button **"Create"**.
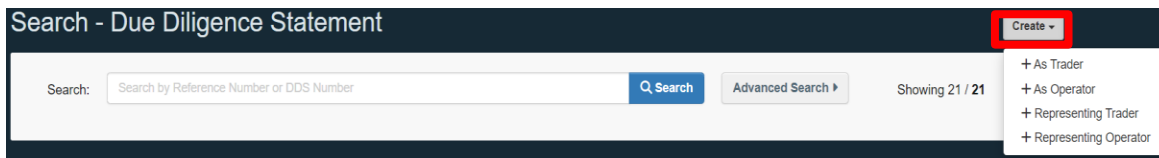
2.1 DDS Sections

> **Note:** You will be guided through a succession of steps that successively refine the attributes of DDS applications. Each succeeding steps relies on the information provided in each section. The following table specifies the utility of these sections.

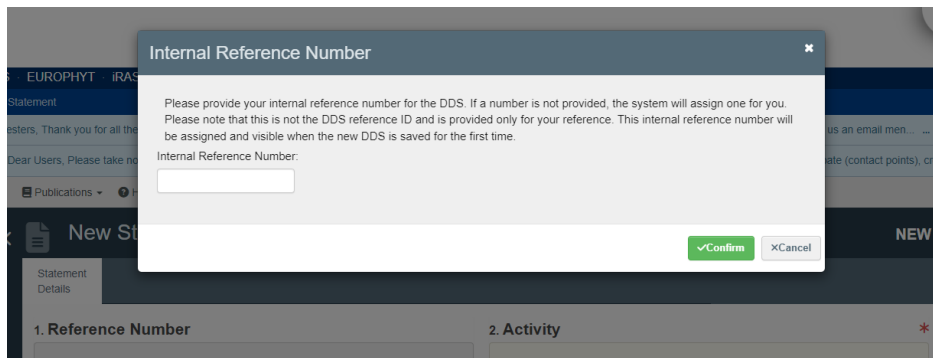| Box	DDS Section	Section Description
Box 1	Reference Number	This is the DDS Reference Number. It is unique for every DDS submitted. For relevant products entering or leaving the Union market it is the number entered in the customs declaration, in the supporting document section (TARIC document type and reference number).
	Verification Number	The Verification Number is a security token known only to the declarant (operator, trader, or its authorized representative, if applicable). It can be communicated confidentially, together with the Reference Number, to a downstream operator, trader, or its authorized representative who wishes to include an upstream DDS reference in their own DDS.
	Company Internal Reference	This is an informal, unstructured internal reference number, which can be entered by the declarant operator, or if left blank, is system-generated. It is intended for internal use only to facilitate DDS retrieval (search) while in DRAFT or SUBMITTED status, where a DDS Reference Number has not yet been made available to the operator. **Tip:** Please do not use spaces, as this can affect subsequent searches.
Box 2	Activity	One of the following options must be selected: 1. **Import -** in case the relevant product enters the Union market and is declared for 'release for free circulation' at the Customs. 2. **Export** – incase the relevant product leaves the Union market and is declared for 'export' at the Customs.

		3. **Domestic Production** – in cases when the relevant product is produced or manufactured within the Union 4. **Trade** – in case the relevant product is made available on the market.
Box 3	Operator/Trader Name and Address	1. If the user is registered in only one operator entity, the fields in this box are automatically filled and cannot be modified. 2. If the user is registered in more than one operator entity, the field "Name" provides a drop-down list of all user registrations that can be selected. 3. If the user is an authorized representative, they must fill in all fields of the box. The user will also appear in a separate box called "Authorized Representative."
Box 4	Place of Activity	The content of this section depends on the "Activity" selected: 1. **Import:** Country of entry into the EU. 2. **Export:** Country of exit from the EU. 3. **Domestic Production:** EU country where goods are sourced, manufactured or produced. 4. **Trade:** EU country where goods are made available on the market.
Box 5	Communication for Competent Authority	This is a free-text field for comments intended for the Competent Authority and provided by the declarant operator user.

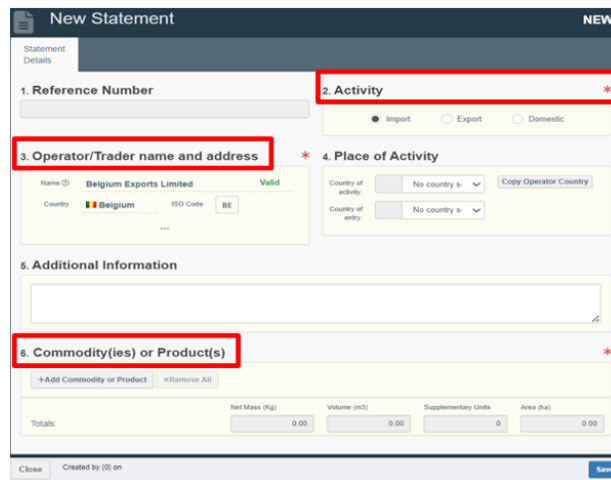| Box 6 | Commodity or Product Information

(If a Referenced Statement is declared, which contains the geolocation of the Commodity(ies) or Product(s), then the geolocation information for these commodities or products is not required in the DDS Box 6.) | One or more commodities or products must be selected from a list. Please note:
1. The **Commodity/Product description** is mandatory.
2. For Import or Export activities, the **Net Mass (in kg)** is mandatory. Otherwise, at least one measurement unit must be provided: **Net Mass in kg, Volume in m³**, or **Supplementary Units** (if applicable for the specific HSCODE as per Annex II of the Regulation).
3. **Scientific names** are mandatory for products under the commodity Timber. In all other cases it is optional. More than one **Scientific name** can be provided, particularly if the product contains more than one species with different scientific names.
4. Completion of the **Production Place** section is mandatory unless the user is neither the importer nor the first producer. One or more production places may be entered and must include the following mandatory details: geolocation coordinates ("Import a GeoJson file" or manually use the "GeoEditor map tool"), "Country of Production", "Area (ha)", and "Type". "The Production Place Description" is optional, but recommended. |

Step 1

A new window will appear requesting an internal reference number.

If no number is provided, the system will assign one when the new DDS will be saved for the first time. Click on the "**Confirm**" button and you will be redirected to the following page.
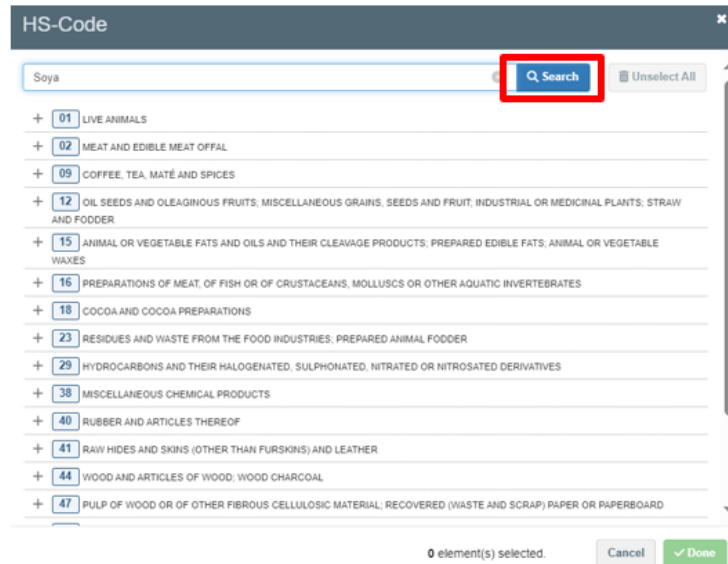
Step 2

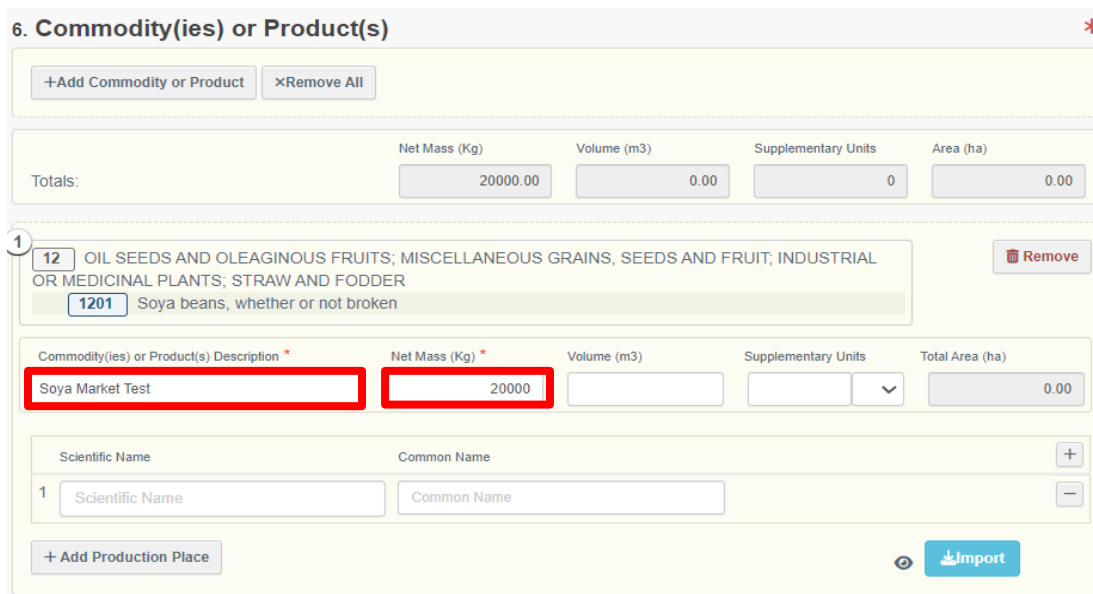This step contains a new statement document to fill with mandatory fields marked with a red star*.

To start filling in the Commodity(ies) or Product(s) information, click on the "**+Add Commodity or Product**" button.

> **Note:** If a Referenced previous Statement is referenced, which contains the geolocation of all Commodity(ies) or Product(s), then the geolocation information for these commodities or products is not required in the DDS Box 6. For parts of relevant products that have not been subject to due diligence, operators shall exercise due diligence and provide geolocation.

To add one or more commodity(ies) or products, select from a list of codes using the interactive tree structure, or by typing a keyword in the search field to find the desired HS code.

After selecting the commodity code, provide additional mandatory information such as commodity or product description, quantity, and other optional fields.

Note: Once the commodity details are filled in, please go directly to section 2.3 a if you are not the importer or the first producer.

2.2 GeoJson file and GeoEditor

2.2 a) GeoEditor map tool

A) If you don't have a GeoJson file prepared in advance: click on "+ Add Production Place", **click on the Map Tool symbol and** follow these steps:

1. **Search by keyword**: Type a location name, e.g., "Belgium", and press **enter**.

> **Note:** If you know the location of the production place, you can directly navigate and zoom to the area without performing a search.
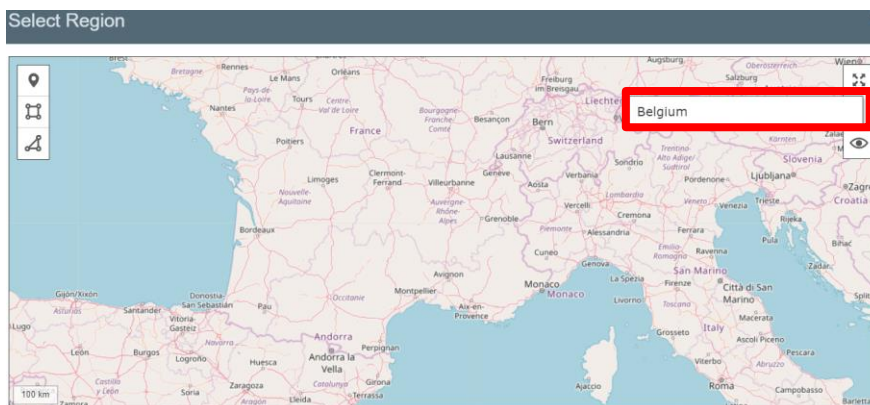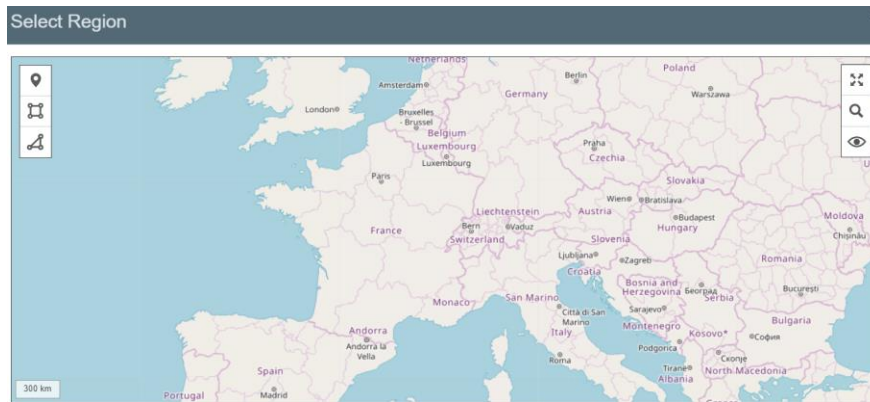

2. The search result will show locations, and you can zoom in on your chosen area. You can also click on the "**GO TO**" button in one of the search result entries, which will cause the map to zoom in to that area.
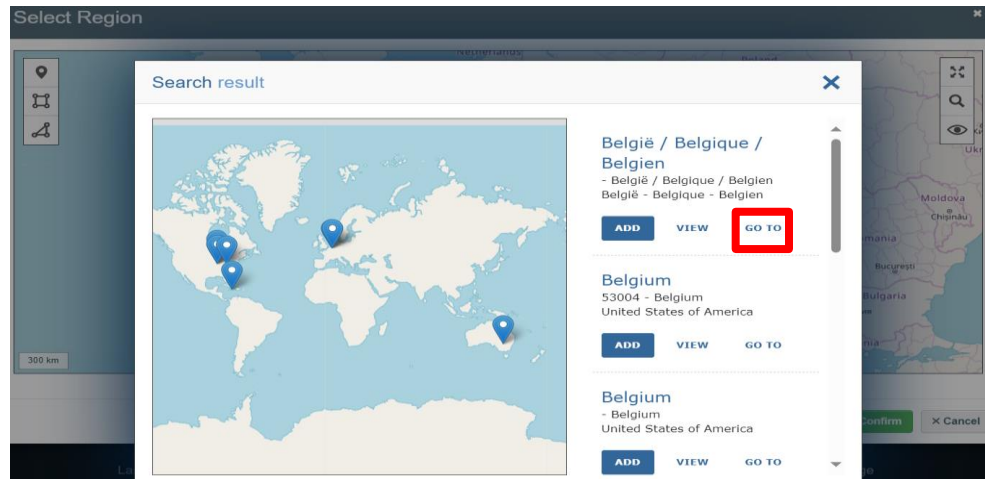
> **Note:** Please do not click on the "**Confirm**" button after entering the keyword. If you do, the GeoEditor pop-up will close with nothing selected.
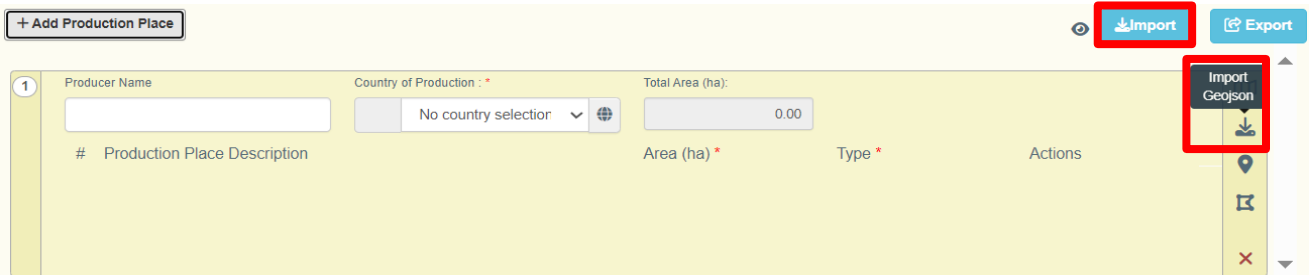
3. **Polygon or Rectangle Tool**: Define enclosed areas using the polygon tool.
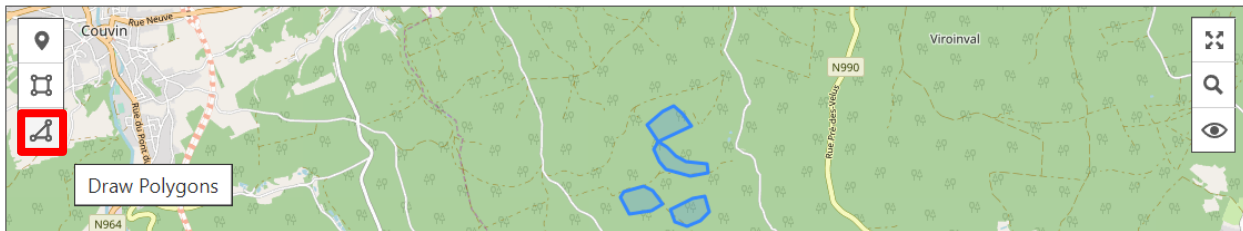
After making your selection, click "**Confirm**" to transfer the coordinates to the DDS form.

2.2 b) GeoJson file

B) If you have a GeoJson file to import: Click on the "**Import**" button to import a file for the entire commodity, or on the "**Import GeoJson**" symbol to import a file specifically for the production place of the commodity, and then follow these steps:
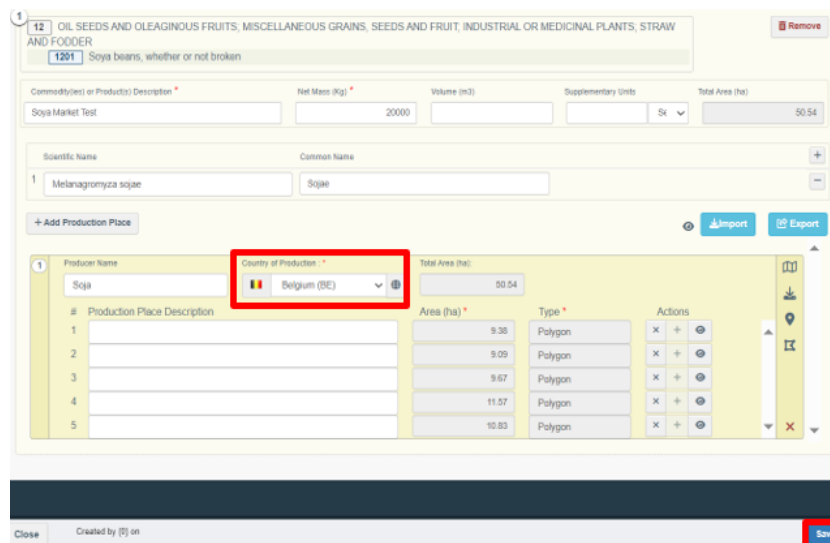
1. When opening the file, the system will display the data from the Json document in detail. Click "**Confirm**" to continue.

> **Note:** If you wish to construct your own geolocation data files for DDS upload, the system supports the GeoJson format and uses the EPSG:4326 as coordinate reference system.

2. Complete the mandatory field '**Country of Production**', then click "**Save** "and "**Confirm**". The DDS will be recorded in the data base with an internal reference number.

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Step 3

To finalize the submission, once reviewing all the information on the document click on "**Submit**", then "**Confirm & Sign**".

Please make sure that the checkbox is selected as appropriate.

The DDS is now SUBMITTED and will be processed by the system and authorities. Once approved, and the status is updated to AVAILABLE, a unique Reference Number will be assigned to the DDS.
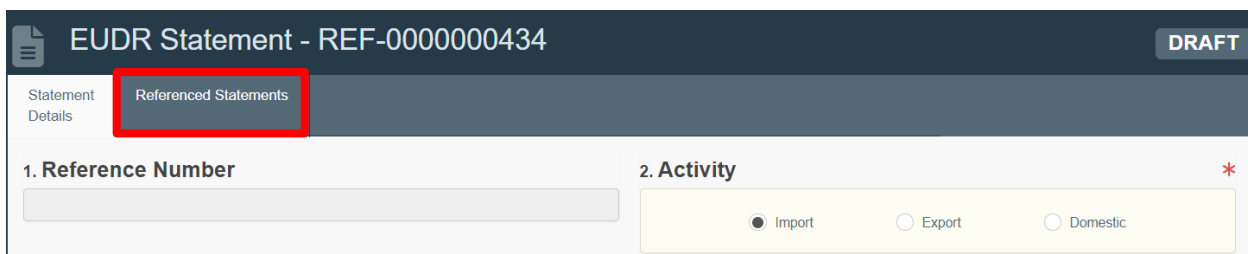
2.3 Other information associated to a DDS

2.3 a) Referenced Statements tab

The "**Referenced Statements**" tab will appear in the DDS only after clicking on the "**Save**" button. This functionality is useful when the DDS is submitted for a relevant product for which due diligence has already been exercised.

1. Click on the "**Save**" button to ensure that the "**Referenced Statements**" tab appears in the DDS.


2. In the DDS, fill in Box 6 with the commodity(ies) information. This step is necessary even if the operator is not providing production information. You do not need to add any Production Place to the request.

3. Once the commodity(ies) details are filled in, proceed to the "**Referenced Statements**" tab to enter information. You can either: **manually** enter the reference details, by clicking **"+Add"** or choose to **import** via a CSV file.
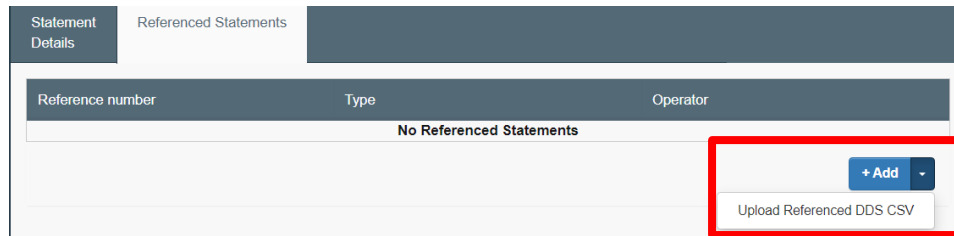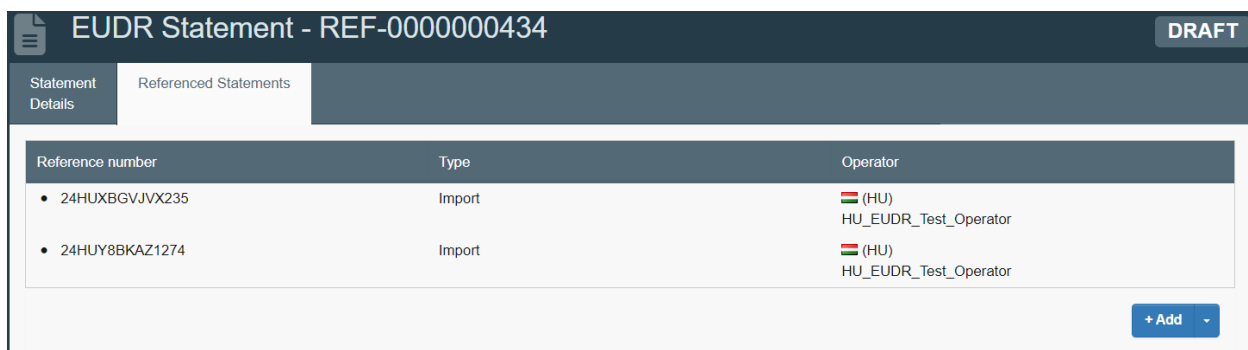

4. The CSV file should contain a list of DDSs "**Reference Number**" and their respective "**Verification Number**", visible in Box 1 of the Statement Details.
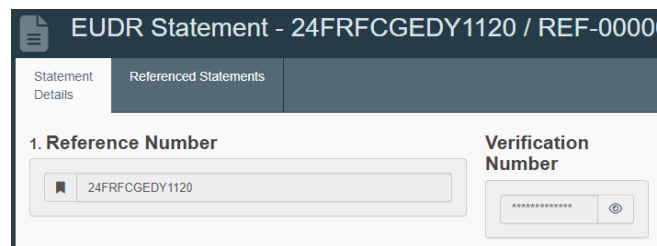
5. The system will process the entered or imported reference information according to the provided DDS reference numbers and verification numbers.

6. To finalize the submission, once reviewing all the information on the document click on "**Submit**", then "**Confirm & Sign**". In the result table, available DDSs with referenced statements are identifiable by the icon below.

Reference Number	Company Internal Ref	Activity	Commodity(ies) or Product(s)	Status	Submission Date	
☰	REF-0000000434 ✎	Import	1201 Soya beans, whether or not broken	Submitted	13/09/2024 10:31	🗐

> **Note:** The referencing DDS must be in status DRAFT to allow association of a Referenced Statement in status AVAILABLE or ARCHIVED.
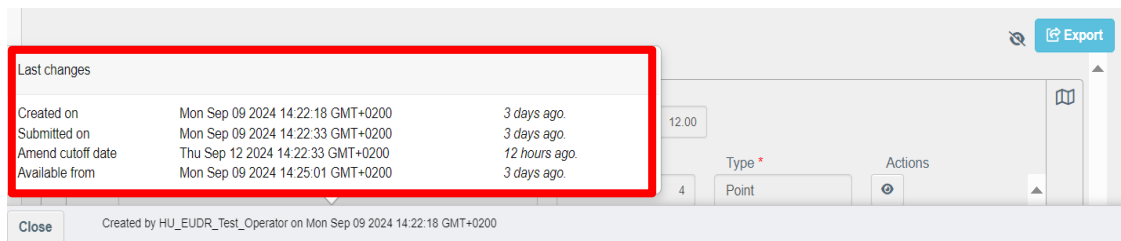
2.3 b) Last Changes section

The DDS feature "**Last Changes**" will appear in the DDS only after clicking on the "**Save**" button.

As an Economic Operator, you can track the status of your DDS using the "**Last Changes**" feature located at the bottom left corner of the page. This section provides a detailed overview of the key timestamps and actions taken on the DDS:

- **Created on**: Displays the date and time when the DDS was initially created.
- **Submitted on**: Shows when the DDS was submitted for review.
- **Amend cutoff date**: Indicates the deadline for making any amendments to the DDS.
- **Available from**: Reflects the time when the DDS becomes available to be used by the operator for presentation to customs or relevant authorities.

Additionally, the system logs the user who created the DDS, along with the corresponding date and time, ensuring accountability and tracking for compliance purposes.

3. Manage the DDS content

Once the steps are completed (or when clicking a DDS reference number from the dashboard), you will be able to manage (read or duplicate) the DDS content.

To retrieve one or some specific DDS, type the DDS reference number in the Search field and click the Search button.

You can perform more detailed searches by selecting the "**Advanced Search**" option and refine the required search criteria by "**Commoditiy(ies) or Product(s)**", "**Status**" and "**Activity**".
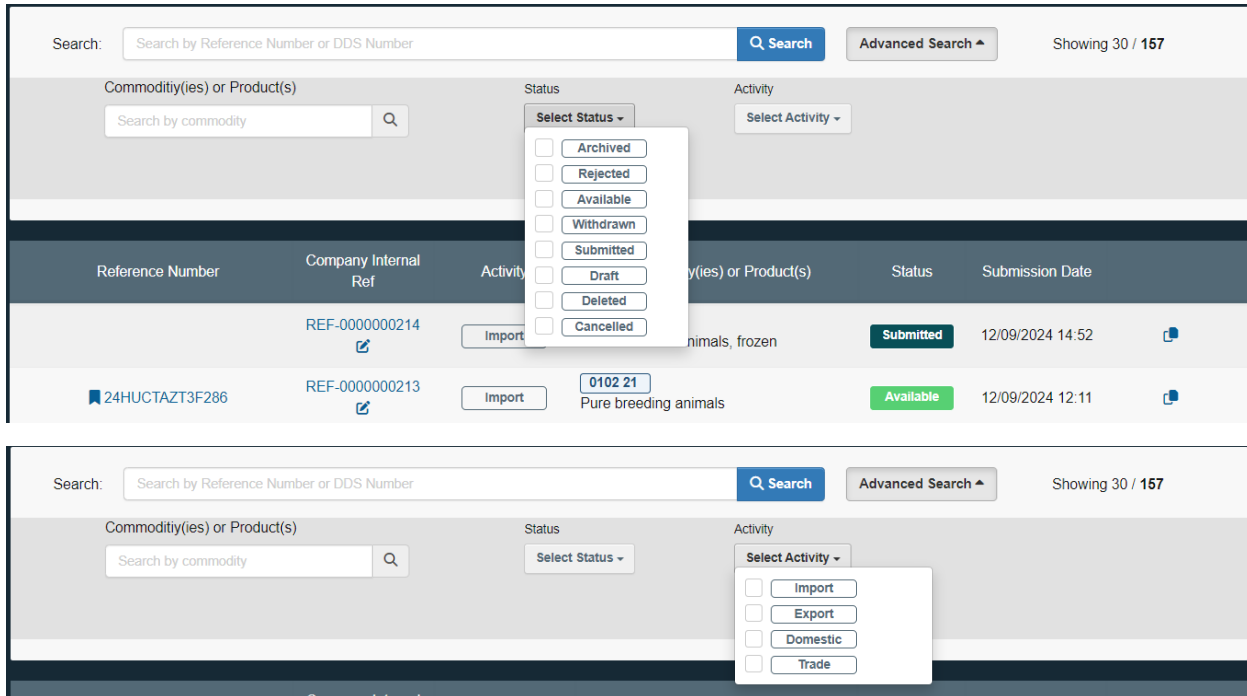
> **Note:** In the result table, if you click on the reference number in the "Reference Number" column, the system opens the DDS page and its relevant content.

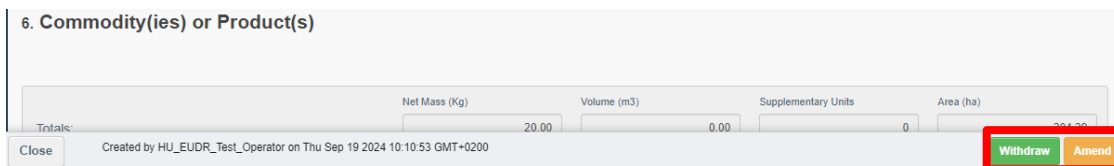## 3.1 Overview of the DDS statuses and allowed actions

Depending on the status of the DDS, the system proposes you several actions:

- **NEW**: At creation a DDS gets the status **"NEW"**. The entered data will be lost if you leave the page without saving first. Once saved, the status DRAFT will be display.

- **DRAFT:** Appears once you create a new DDS and Save it by clicking on the **"SAVE"** button on the bottom, right side corner.
  - ➢ Once the DDS is in status DRAFT, there is only 3 possible actions: **Save, Submit, Delete**.
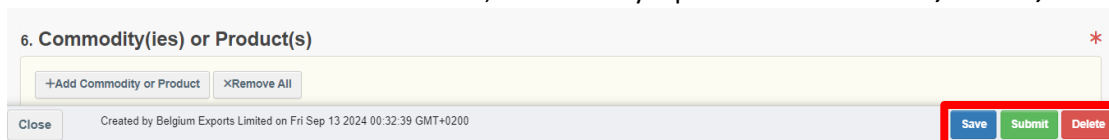
- **DELETED:** This action is possible if an Operator want to DELETE a DDS in status DRAFT. If DELETED, a DDS disappears from the default search list but is kept in the Information System for consultation. It cannot be edited or submitted anymore. After a period of days, the system will physically erase the DDS from the database of the Information System.

- **SUBMITTED:** Appears once the system processes the data of the DDS to generate a Reference Number. The DDS will then get the status **"AVAILABLE"**.
  - ➢ Cancellation of the DDS is possible when the status of the DDS is SUBMITTED. If **cancelled**, the DDS disappears from the default search list but is kept in the system for consultation.

- **CANCELLED**: Appears when an operator CANCEL a DDS from status SUBMITTED. That status differs from the status "**DELETED**" by the fact that the DDS has been submitted before and it will then not be physically erased from the Information System, for auditing purposes.

- **REJECTED:** The Competent Authority has rejected the submitted DDS. The rejected DDS cannot be used anymore.

- **AVAILABLE:** The Competent Authority has consented to the DDS submission. When the DDS receives the status "**AVAILABLE**", the system will display the Reference Number that can then be used by the user to comply with the legal requirements.
  - ➢ **Amendment** of a DDS is possible when the status of the DDS is AVAILABLE.

- **WITHDRAWN**: Set when the WITHDRAW action is performed by the user on a DDS with status AVAILABLE. The DDS reference Number cannot be withdrawn if it has been used either in a customs declaration or has been referenced by a downstream operator user via the Associated DDS utility, or after the Competent Authority informed the user that the DDS was selected for a check, for the period of the check.
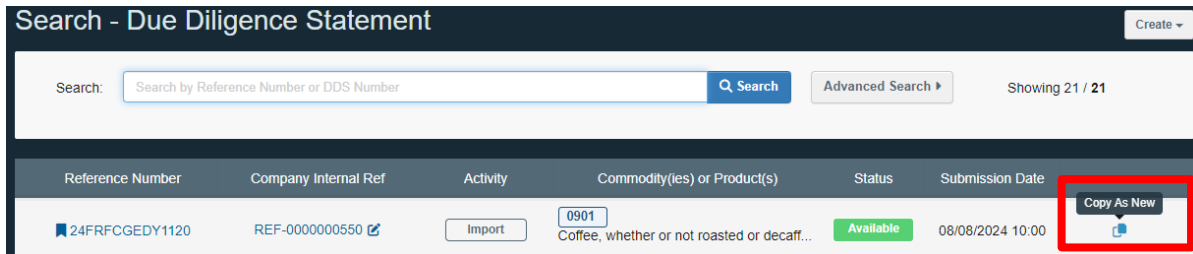 - ➢ **Withdrawal** of a DDS is possible when the status of the DDS is AVAILABLE.

Note: When the DDS receives the status "**AVAILABLE**", the system will display the Reference Number, which the user can use to comply with legal requirements. This status allows the user to modify the content of the DDS using the "**AMEND**" button or withdraw it if it is no longer needed using the "**WITHDRAW**" button.

- **ARCHIVED:** Visible 6 months after a DDS was assigned the status AVAILABLE. Passed this delay it will automatically be assigned the status "**ARCHIVED**" regardless of whether its reference number has been used or not in either a customs declaration or as an Associated DDS reference.

Note: This is a technical expiration and does not affect the usability of the DDS, it can still be found via the "**Advanced Search**".

- **'Copy As New' a DDS**
  An operator can duplicate a DDS by clicking the 'Copy As New' icon from the search result table. The system will create a copy of the DDS with status NEW.

> **IMPORTANT:** When a DDS is "**Approved**" or "**Rejected**", it is possible for the Competent Authority to change its decision. Although this must be undertaken with great care as the DDS has already made available for Customs Office processing and so the introduction may already have occurred.